

FIGURE 1

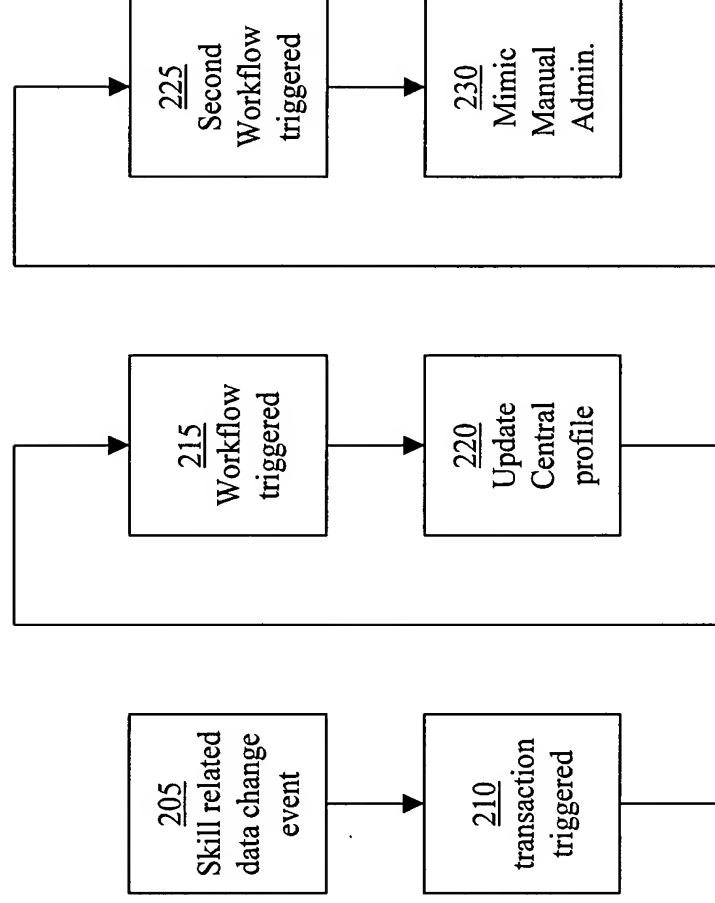


FIGURE 2

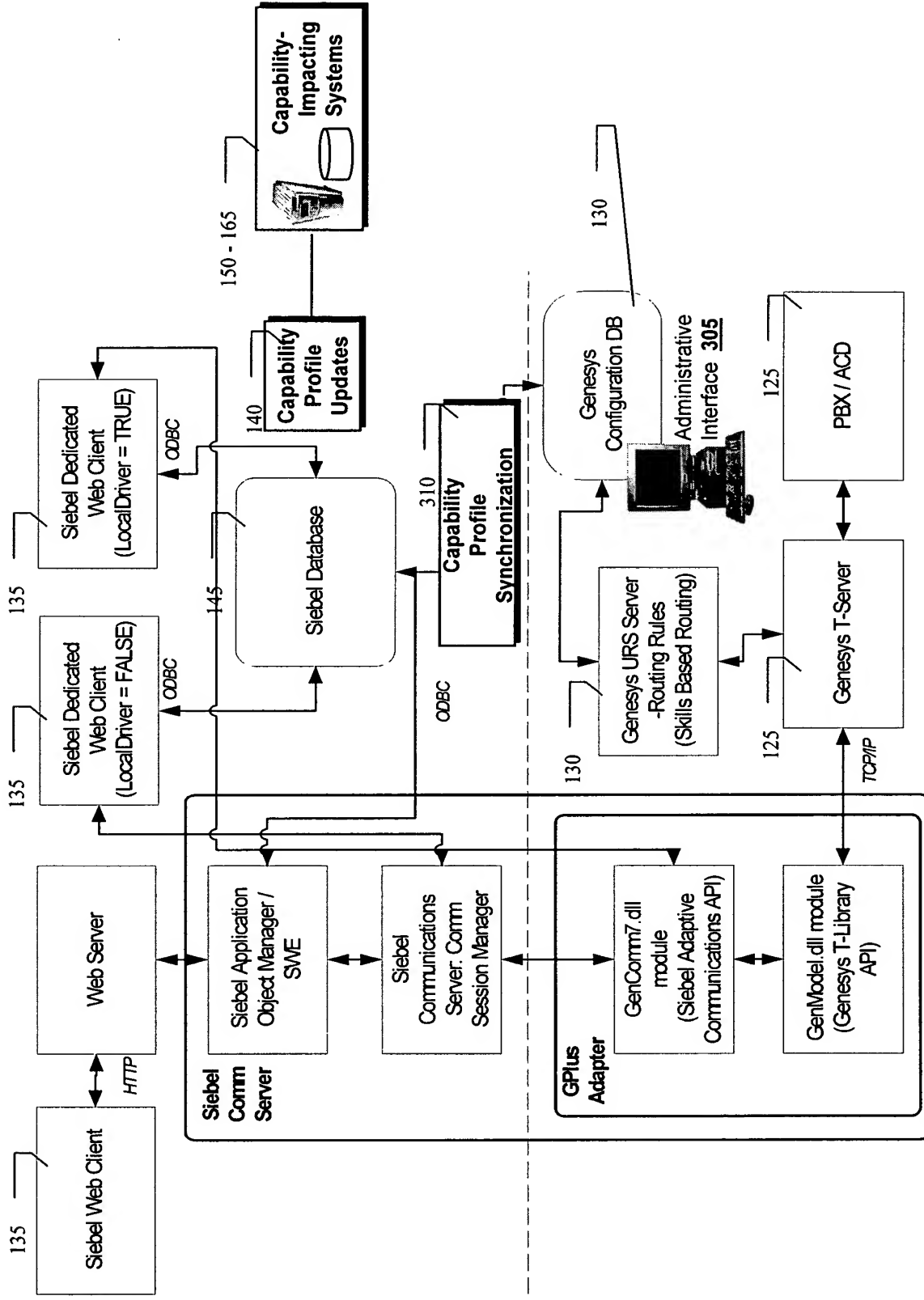


FIGURE 3

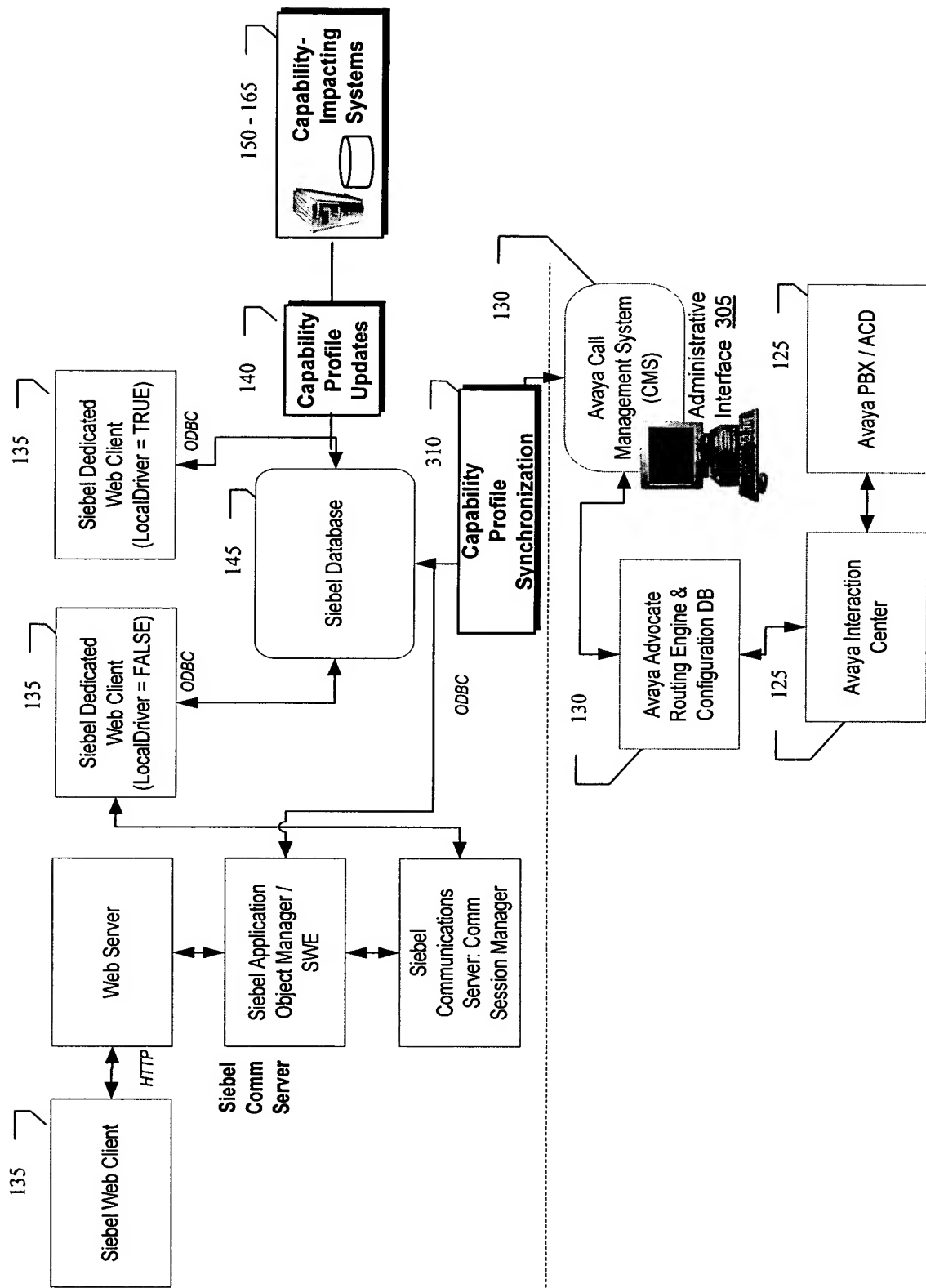


FIGURE 4

Skill Type	Skill	Proficiency
Product Knowledge	Product A	7
	Product B	7
	Product C	1
Services Knowledge	Service A	1
	Service B	1
	Service C	1
Value Segment Treatment	Customer Segment A	1
	Customer Segment B	1
	Customer Segment C	1
	Customer Segment D	7
Business Function	Credit & Collections	1
	Sales	7
	Customer Service	1
Cross-Sell Offers	Technical Support	1
	Repair/Field Dispatch	1
	Offer A	1
	Offer B	1
	Offer C	1

FIGURE 5

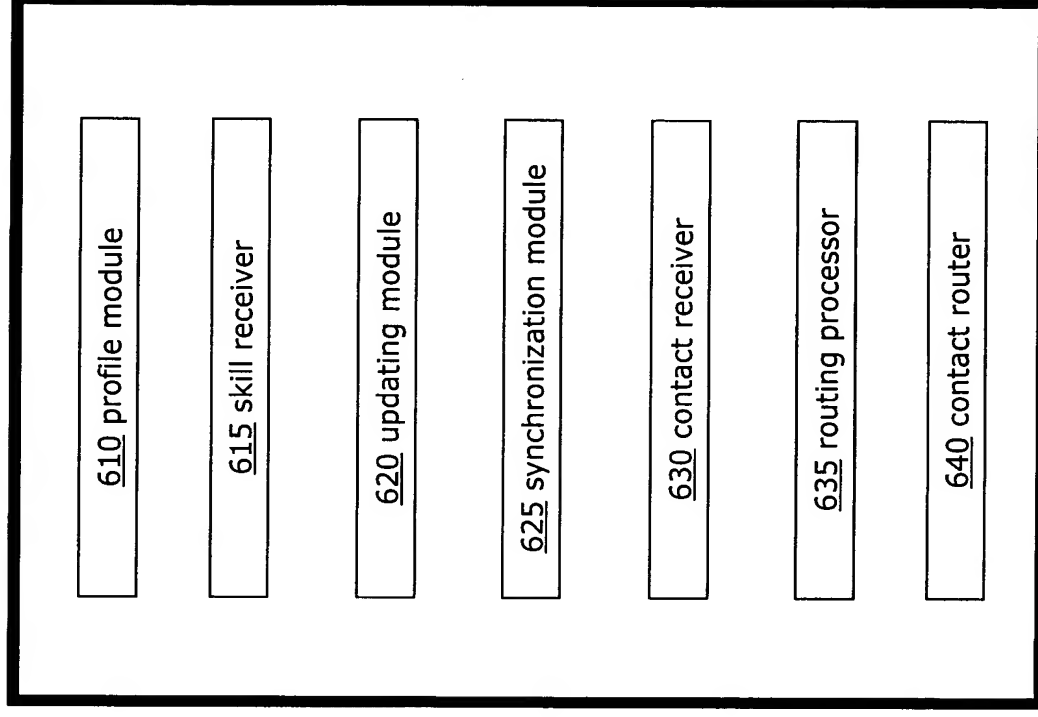


FIGURE 6

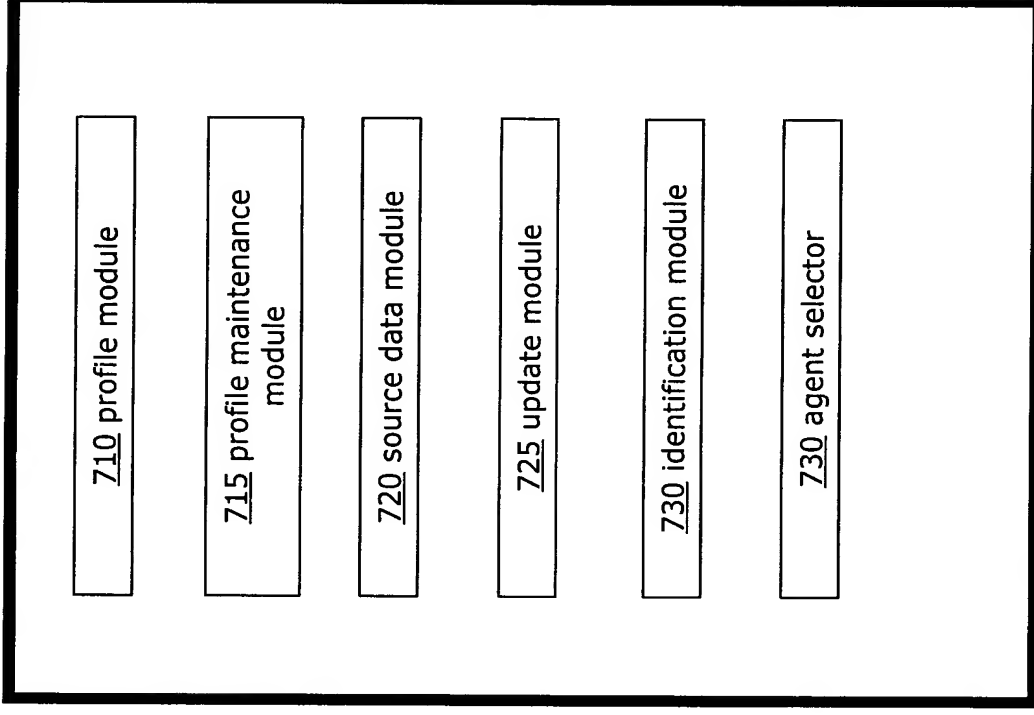


FIGURE 7